



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Kam Moon Chinese & Thai Takeaway
Address of food business:	170 Nelson Street Norwich NR2 4DS
Date of inspection:	07/11/2023
Risk rating reference:	23/00768/FOOD
Premises reference:	23/00166/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Prep Room, Main Kitchen
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Chinese/Thai takeaway

Relevant Legislation

Food Safety Act 1990 (as amended)

Regulation (EC) No 178/2002 applied by The General Food Regulations 2004 (as amended)

Regulation (EC) No 852/2004 and No 853/2004 applied by Regulation 19 (1) of the Food Safety and Hygiene (England) Regulations 2013

Health and Safety at Work etc. Act 1974 and related regulations

Food Information Regulations 2014

What you must do to comply with the law

The report may include **Contraventions** - matters which do not comply with the law . You must address all of the contraventions identified; failure to do so could result in legal action being taken against you.

As a guide, contraventions relating to cleaning, temperature control and poor practice, should be dealt with straight away.

Contraventions relating to structural repairs, your food safety management system and staff training, should be completed within the next 2 months.

Health and safety contraventions should be dealt with within 3 months unless otherwise stated.

To assist you the report may also include **Observations** of current practice, useful **Information, Recommendations** of good practice and reminders of **Legal Requirements** .

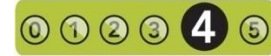
My inspection was not intended to identify every contravention of the law and only covers those areas, practices and procedures examined at the time of the inspection. If the report fails to mention a particular matter this does not mean you have necessarily complied with the law.

Food Hygiene Rating Re-Scoring Visit

Date: 22 January 2024

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed below.

Your revised Food Hygiene Rating is 4 – a good standard



Inspectors notes:

Observation I was pleased to see that most of the contraventions had been addressed

Contamination risks

Contravention The following items require attention

- the same food containers were being used for raw foods and ready-to-eat foods. Use red food containers for storage of raw foods
- scoops were being stored in dried ingredients

Structure and Cleaning

Observation I was pleased to see that the premises had been cleaned to a good standard

Confidence in Management

Contravention I was pleased to see that you had a 'Safer Food Better Business'. However the following management sections were not filled in

- cleaning schedule
- contacts list
- suppliers list

FOOD SAFETY

How we calculate your Food Hygiene Rating:

The food safety section has been divided into the three areas which you are scored against for the hygiene rating: 1. food hygiene and safety procedures, 2. structural requirements and 3. confidence in management/control procedures. Each section begins with a summary of what was observed and the score you have been given. Details of how these scores combine to produce your overall food hygiene rating are shown in the table.

Compliance Area	You Score					
Food Hygiene and Safety	0	5	10	15	20	25
Structure and Cleaning	0	5	10	15	20	25

Confidence in management & control systems	0	5	10	15	20	30
Your Total score	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
Your Worst score	5	10	10	15	20	-
Your Rating is	5	4	3	2	1	0

Your Food Hygiene Rating is 2 - improvement is necessary



1. Food Hygiene and Safety

Food hygiene standards are generally satisfactory and maintained. There is evidence of some non-compliance with legal requirements. Some lapses are evident however generally you have satisfactory food handling practices and procedures and adequate control measures to prevent cross-contamination are in place. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Contamination risks

Contravention The following exposed food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt, foreign objects or chemicals:

- same food containers were being used for raw and ready-to-eat foods
- wooden spatula was badly frayed and needs replacing
- cutting boards were badly scoured and need replacing
- the underside of stacked containers in contact with open food below
- cloths used to cover foods i.e rice and noodles
- uncovered foods stored in the fridge
- scoops/jugs stored in dried ingredients
- eggs stored on the floor

Contravention You could not demonstrate effective heat disinfection of the food equipment and utensils you use for handling both raw and ready-to-eat foods.:

- chopping boards
- storage containers
- utensils

Legal Requirement At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

Information The FSA has issued guidance on controlling *E.coli* 0157 through:

- the complete separation of raw and ready-to-eat food
- the correct use of wash-hand basins and thorough handwashing
- having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- thorough 2-stage cleaning and the correct use of sanitisers
- and by controlling the risks posed by soil contaminated vegetables.

Visit: www.food.gov.uk for more information

Guidance If equipment and utensils (for example chopping boards, containers and tongs) are to be used for raw and RTE foods, they should be disinfected by heat or an adequate dishwasher cycle (able to reach 82°C for 15 seconds) between uses.

Guidance If adequate heat disinfection (such as a dishwasher or plunge sink) is not possible, separate equipment and utensils should be used for handling raw and RTE foods. Such equipment should be easily identifiable (colour coded) and must be stored and washed separately

Recommendation Provide separate equipment and utensils designated for use with either raw or ready-to-eat foods, which can be easily identified (e.g. colour coded) and stored and washed separately.

Hand-washing

Observation I was pleased to see handwashing was well managed.

Personal Hygiene

Contravention The following are examples of poor personal hygiene or where it was made difficult for food handlers to maintain sufficiently high standards of personal cleanliness:

- staff were not wearing suitable protective clothing

Legal requirement All persons in food handling areas must wear suitable, clean, and where appropriate protective clothing to cover outdoor clothing, a white chefs jacket would be appropriate

Temperature Control

Contravention The following evidence indicated there was a risk of bacteria growing on food:

- food was being stored at ambient temperatures

Legal requirement Raw materials, ingredients, intermediate products and finished products likely to support the reproduction of pathogenic micro-organisms or the formation of toxins must not be kept at temperatures that might result in a risk to health.

Legal requirement The cold chain is not to be interrupted. However, limited periods outside temperature control are permitted, to accommodate the practicalities of handling during preparation, transport, storage, display and service of food, provided that it does not result in a risk to health.

Recommendation it is a government recommendation that eggs are stored in the fridge

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it was past its USE BY date:

- food i.e bean sprouts were being stored beyond the 'USE BY' date of 6/11

Information High risk items have a use by date. After this date you must not sell, use or intend to use these foods. Make sure you have regular checks in place to remove out of date items

Recommendation You should have a system to identify when open or prepared foods need to be used by or discarded, to ensure the food is fit for consumption. I recommend you apply labels which give a day or date that is 2 days after the day of production e.g. if food is opened on Monday it should be used by the end of Wednesday. (An exception is cooked rice which should not be kept longer than 24 hours)

Poor Practices

Contravention The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration:

- food i.e french beans were being stored beyond the 'Best Before' date of 2/11
- food i.e chicken balls were being stored on a paper menu

Recommendation The best before date is the date until which the manufacturer of the food guarantees the quality of that product. I recommend you do not use food that is beyond the best before date and you check your goods regularly to ensure efficient stock rotation

Recommendation I recommend that you label your own food i.e staff food in the fridge. There is a presumption in food law that all foods stored on a food business are part of that business and need to be stored and labelled accordingly to satisfy the inspecting officer it complies with legal requirements

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are less than satisfactory and you are failing to comply with the law in many respects. Contraventions require your

immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

Cleaning of Structure

Contravention The following items were dirty and require more frequent and thorough cleaning:

- flooring underneath equipment
- floor/wall junctions
- skirting boards
- window and surround in kitchen
- drain and guttering
- door
- wall behind wok station

Information Covering surfaces with aluminium foil leads to a potential contamination risk as the foil breaks up into smaller shards

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- lids to bins
- food storage containers
- pipework
- bins
- work surface
- fridge/freezer seals
- build up of ice to chest freezer
- interior top to fridge
- pooled water to bottom to fridge
- lid to rice cooker
- electric fly killer
- wok station
- cardboard box storing flour
- lid to probe wipes

Cleaning Chemicals / Materials / Equipment and Methods

Contravention The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria between surfaces:

- surface sanitisers do not conform to British Standards EN 1276:1997 or BS EN 13697:2001

Information Ensure you use a surface sanitiser that conforms to BS EN 1276:1997 or BS EN 13697:2001. This information should be available on the label or by contacting the manufacturer.

Information Do not use wooden utensils as these cannot be properly cleaned

Information Cardboard cannot be properly cleaned. Do not use it to cover the floor/ shelves of work surfaces in food rooms

Maintenance

Contravention The following had not been suitably maintained and must be repaired or replaced:

- mastick to washing up sink
- mastick to wash hand basin
- flaking paint to bottom to wall
- window frame needs cleaning and repainting
- damage to interior lid to chest freezer
- food containers were split and damaged
- wall behind chest freezers needs repairing and redecorating

Facilities and Structural provision

Observation I was pleased to see that adequate facilities had been provided.

Pest Control

Observation I was pleased to see that the premises was proofed against the entry of pests and that pest control procedures were in place.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Food Hazard Identification and Control

Contravention The following pre-requisites have not been met and prove your food safety management system is ineffective:

- cleaning and sanitation are poor
- maintenance is poor
- staff hygiene and training is inadequate

Contravention You have not identified these food hazards or the methods of control at critical points in your operation:

- bacteria growing on food
- cross-contamination

Proving Your Arrangements are Working Well

Contravention You are not working to the following safe methods in your SFBB pack:

- cleaning / clear and clean as you go
- cleaning schedule
- cross contamination/ physical or chemical contamination
- daily diary
- personal hygiene / handwashing

Traceability

Observation Your records were such that food could easily be traced back to its supplier.

Infection Control / Sickness / Exclusion Policy

Observation Policies were in place to prevent any infected food handler from contaminating food.

Waste Food and other Refuse

Observation You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

Training

Contravention The following evidence indicated there was a staff training need:

- food handlers were not wearing sufficient protective clothing
- food handlers were not sufficiently knowledgeable about food hygiene
- using poor food storage practices, same food containers used for raw and ready-to-eat foods

Observation I was pleased to see that food handlers had been trained to an appropriate level and evidence of their training was made available. However more training is needed see above comments

Allergens

Contravention You are failing to manage the risk from allergens properly:

- you are not informing customers about the allergens in your pre-packed for direct sale (PPDS) food i.e prawn crackers (crustaceans) and soy sauce (soya)

Guidance Prepacked for direct sale or PPDS is food that is packaged at the same place it is offered or sold to consumers and is in this packaging before it is ordered or selected. It can include food that consumers select themselves, as well as products kept behind a counter and some food sold at mobile or temporary outlets.

Legal requirement The allergen labelling requirements for prepacked for direct sale (PPDS) food have changed. Any business that produces PPDS food is required to label the food and the ingredients list with the 14 allergens required to be declared by law emphasised within it

Information The 14 allergens are:

- cereals containing gluten
- crustaceans, for example prawns, crabs, lobster and crayfish
- eggs
- fish
- peanuts
- soybeans
- milk
- nuts, such as almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew and macadamia (Queensland) nuts
- celery (and celeriac)
- mustard
- sesame
- sulphur dioxide, which is a preservative found in some dried fruit
- lupin
- molluscs, for example clams, mussels, whelks, oysters, snails and squid

Information The Food Information Regulations require that you know what allergens are in the food you provide. You can no longer claim you don't know what allergens are present. Neither can you simply state that all the foods you serve might contain an allergen.

- Be sure you know exactly what your allergens are
- Convey this information to your customers accurately and consistently

Information Prepacked for direct sale (PPDS) food can include the following:

- sandwiches and bakery products which are packed on site before a consumer selects or orders them
- fast food packed before it is ordered, where the food cannot be altered without opening the packaging
- products which are prepackaged on site ready for sale, such as pizzas, rotisserie chicken, salad and pasta pots, **prawn crackers**
- burgers and sausages prepackaged by a butcher on the premises ready for sale to consumers
- food provided in schools, care homes or hospitals and other similar sittings will also require labelling
- pots served with takeaways such as garlic mayonnaise (egg, mustard), houmous (sesame), coleslaw (egg, mustard) mint yoghurt (milk), **soy sauce (soy)**

Recommendation for information or advice about prepacked food for direct sale (PPDS) contact Norfolk Trading Standards on 0344 800 8020 or email : trading.standards@norfolk.gov.uk

Information food which is not prepacked for direct sale (PPDS) is any food that is not in packaging or is packaged after being ordered by the consumer. These are types of non-prepacked food and do not require a label with name, ingredients and allergens emphasised. Allergen information must still be provided but this can be done through other means, including orally

Information The Food Standards Agency run free allergen courses at <https://allergytraining.food.gov.uk>